

# **MISSOURI RE-EMPLOYMENT SERVICES ALLOTMENT PLAN**

## **PROGRAM YEAR 2004**

### **PROJECT GUIDELINES**

Introduction: Missouri was allocated \$643,240.00 for Program Year (PY) 2004 Re-employment Services Allotment. This allotment of Wagner-Peyser funds was and is being used to enhance and target labor exchange services to unemployment insurance (UI) claimants within the framework of the Missouri Career Centers. Auto-matching services continues as a means to contact UI Claimants with job matches. PY 2004 funds will be utilized in a similar manner as proposed in the PY 2003 allocation plans. The provision of more staff assisted service has proven to be an effective way of assisting the unemployed claimants by giving them more intense staff assistance. All services provided through these funds have been and will continue to be integrated and coordinated with all current Worker Profiling, WIA, Wagner-Peyser, and other Career Center services. June 1, 2004 Great Hires was implemented to provide Career Center staff a way to do a complete work registration, provide claimants with job match contacts when a claim is filed and improve the way employers access a system that will give them more defined choice of applicants.

**Project Operator:** These funds will be administered by the Missouri Wagner-Peyser Grant Recipient.

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**Operating Period:** July 1, 2004 through June 30, 2005.

### **Planned Program Performance Outcomes:**

Both regional and statewide performance will continue to be monitored during the PY2004 plan for the following performance outcome goals. Keep in mind the following outcomes reflect service provision of both WIA and Wagner/Peyser providers creating close coordination, communication and integration that is necessary for success.

- (1) Reduce the duration of profiled UI claimants receiving benefits by 10 percent as measured by the ETA 9049, report line A.2.
- (2) Reduce the rate of UI benefit exhaustion by 5 percent as measured by the ETA 9049 report line A.1.
- (3) Increase the number of UI claimants attending Workforce Linkage workshops by 10 percent. The Workforce Linkage Report will measure this outcome.
- (4) Increase the referral and placement rate for UI claimants by 10 percent.

## IMPLEMENTATION AND SERVICE DELIVERY PLAN

### OVERVIEW:

These funds will be utilized exclusively to expand the quality and quantity of services to profiled workers and other UI claimants through Missouri Career Centers. The basic focus of the use of these funds will fall into the following areas.

- Early intervention and utilization of an auto-dial system will allow for getting a complete computer match work registration and subsequent referrals early in the claim series.
- Enhanced in-person reporting procedures to provide comprehensive staff-assisted re-employment services.
- Job Search workshops to provide structured job search assistance.
- Job Development and Job Referrals to increase the number of employer referrals and contacts for each claimant through more intense staff-assisted services.
- Work profiling system enhancement to improve the timeliness and quality of re-employment services to claimants identified as likely to exhaust benefits prior to obtaining new employment.
- Claims Center Coordination with the UI telephone internet claims filing system and four week reporters.

### ACTIVITIES FOR CLAIMANT RE-EMPLOYMENT SERVICES:

- EARLY INTERVENTION:

Currently filing a UI claim creates a Common Data Work Registration within the Wagner-Peyser Public Labor Exchange system if the claimant has not already completed a work registration, and is required to search for work. This registration includes only a single digit occupational code and therefore is not immediately computer matched with current job openings. It does eliminate duplication by capturing common data elements that will become part of a completed registration. The claimant completes their registration either by using Great Hires or reporting to a Career Center. Great Hires creates a complete work registration that can be matched to job orders when a claim is filed.

Staff funded by this grant will utilize the pending orientation file to generate the Worker Profile list each week. This list identifies the claimant in approximately the third week of the claim cycle, reducing the time line from claim filing to completed work registration by approximately 25 percent. The claimant files for UI Benefits and is connected to Great Hires where a complete work registration is created and the claimant can be immediately matched with available job openings. A letter of notification is sent to those claimants that meet the worker profile program criteria. The profiled workers are given a date to report for an

orientation and evaluation at the career center. Claimants will be advised about how to access the Internet for the services and information available through Great Hires. The completed registration in Great Hires allows the claimant to build a desired position and receive job matches with contact information when a claim is filed. This proactive process will allow for earlier and increased employer contacts for these claimants.

This contact will also help reduce the anxiety of the claimant when they receive the worker profiling selection notice requiring participation in re-employment services as a UI eligibility issue.

The staff will routinely do job searches on all these claimants at least weekly and make any possible referrals. When the claimant reports for orientation, additional re-employment services will be offered and provided as appropriate.

- **ENHANCED IN-PERSON REPORTING:**

Missouri law requires most claimants (except those with a recall date or those attending approved training) to report to a Missouri Career Center for an eligibility review at least every fourth week of their claim cycle. The claimant's "in-person" UI reporting is performed through an Internet connected personal computer in the Resource Room of the Career Center. The claimant's first reporting is initiated with Career Center staff providing instruction on the UI reporting process and an explanation of the employment and training services available in that center. For profiled workers, the profiling record must be updated to show the claimant attended orientation to release the UI payment for the week.

At a minimum, the following services will be provided:

- 1) A review will be completed on the claimant's work registration to ensure it is complete.
- 2) Claimants identified, as Veterans will be referred to the Veteran Representative for individualized service.
- 3) Job matching will be conducted and referrals made as appropriate.
- 4) The claimant will be strongly encouraged to attend the Workforce Linkage Workshop Modules or other available job search/job club programs to enhance job seeking skills to enable them to better compete in the labor market.
- 5) Instruction will be provided on the various Internet job search tools available through America's Career Kit and Great Hires. Missouri CHOICES will be available to claimants needing vocational or career guidance assistance.
- 6) The claimant will be provided counseling, in Career Centers with a counselor if desired.
- 7) Labor market information will be provided if desired.
- 8) The claimant will get an orientation of all resources and services available from all partner agencies in the resource room at the Career Center.
- 9) Referrals will be made to other service providers as appropriate.

10) The claimant will have a file started in Toolbox, which is the common client tracking system available to all Career Center partners. All services provided will also be posted to the registration database.

- **JOB SEARCH WORKSHOPS:**

Job Club/Job Search Workshops provide excellent information and job seeking skill training. Many of the WIA service providers offer excellent workshops and the UI customers will be referred to this training as appropriate. Claimants receiving job seeking skill training from a WIA provider will also be reported as attending the Workforce Linkage workshop module(s) or utilizing other work readiness workshops that most closely identifies the participant needs. Funds from this award may be utilized to fund Division of Workforce Development (DWD) staff conducting these workshops using the Workforce Linkage Workshop format.

- **JOB DEVELOPMENT AND JOB REFERRALS:**

As outlined previously, structured, staff assisted, and intensive job search training and re-employment services are effective in the timely return to employment for UI claimants. However often having those skills alone are not enough and staff assisted job development and referrals are needed. An effort to be more proactive with job development efforts will be initiated. With the reduced number of staff available to solicit job orders from employers, the need for effective job development substantially increases. Also with the increased staff assisted service delivery, the staff will have a better assessment of each claimant's vocational goals and can therefore target appropriate employers more effectively seeking the most appropriate job match for the employer and job seeker. Job development efforts will be increased as the length of the period of unemployment increases.

The Auto Match System that began January 2003 will routinely match all claimants to available job orders and issue possible matches to a central processing location that will verify the validity of the match and issue call-ins to claimants for possible referrals. This system utilizes technology to ensure all claimants are systematically offered referrals.

- **WORKER PROFILING SYSTEM ENHANCEMENT:**

The Missouri Worker Profiling System identifies claimants that are likely to exhaust UI benefits prior to securing new employment. Minor options or modifications will be made to the current system as needed to improve service delivery and customer service. The proposed options or modifications being considered are:

- 1) Currently when profiled workers are requested from the model, the Workforce Investment Act Title I service providers have their requests filled first. The model indicates those claimants with the most barriers and most likelihood of exhausting benefits. The selected claimants are not always appropriate for WIA services. Once the worker has reported

for their profiling orientation, a Triage approach will be used to refer the claimant to the most appropriate service provider.

- 2) Both WIA and Wagner-Peyser service providers must report re-employment services in Toolbox to ensure proper payment of UI benefits report performance outcomes and improve customer service.
- 3) Since UI claimants and profile workers are recently job connected and usually exhibit a good work ethic, their main barrier to re-employment is often the fact they do not know how to effectively seek new employment. Increased effort must be made to encourage these claimants to attend job search workshops to update their job seeking skills. All Career Center customers identified, as needing job search training should be referred to the workshops.
- 4) As the length of the claims series becomes longer, more staff assisted services and job development will be offered to the claimant to assist in identifying and overcoming the barriers to re-employment.

- **CLAIM CENTER COORDINATION efforts initiated or being considered and provided here for Career Center staff information.**

Missouri's filing initial UI claims via telephone and internet has created the need for additional coordination to ensure claimants are provided appropriate re-employment services. A coordinated effort is ongoing to ensure all claimants are advised of and referred to the Career Center re-employment services.

Staff advises the claimant, when a claim is filed of the available services and direct them to the nearest Career Center. The claimants also get re-employment service information and an office listing mailed to them with the initial determination on their claim.

Great Hires was implemented June 1, 2004 as a time and cost-effective way to collect enough data during the claim filing process to complete a work registration that can be effectively matched to available job orders. This enables possible referrals from day one of the claims series. An additional benefit would be found in this process, allowing to quick identification of dislocated workers as potential referrals to other area employers.

The internet claims process has been designed so that immediately following the filing of a Missouri initial claim taken via the internet, the claimant is immediately referred to Great Hires so that the claimant is made aware of an abundance of information and the locations where re-employment services are available. This also allows for immediate registration and early job matching for those claimants that elect to utilize this system.

- **SUMMARY:**

The Wagner-Peyser Re-employment Services allotment will be used to fund DWD staff to enhance and target labor exchange services to UI claimants. The processes outlined above will provide for a more timely registration and intense staff assisted service delivery through the Career Centers. The outcome measures outlined will be closely monitored and results published for staff and management to review.

The Great Hires implementation has given claimants an improved process to access job matches when a claim is filed. Continuous evaluation of the worker profiling system assures improvements will be made that allow more claimants to receive re-employment services faster while meeting or exceeding the planned performance outcomes.

Great Hires assures employers are provided with a more accurate process to find the potential employee that possesses the appropriate skills needed for a job.